

Non-911 Patient Management Emergency Medical Services



KPI Owner: Major Chad Scott

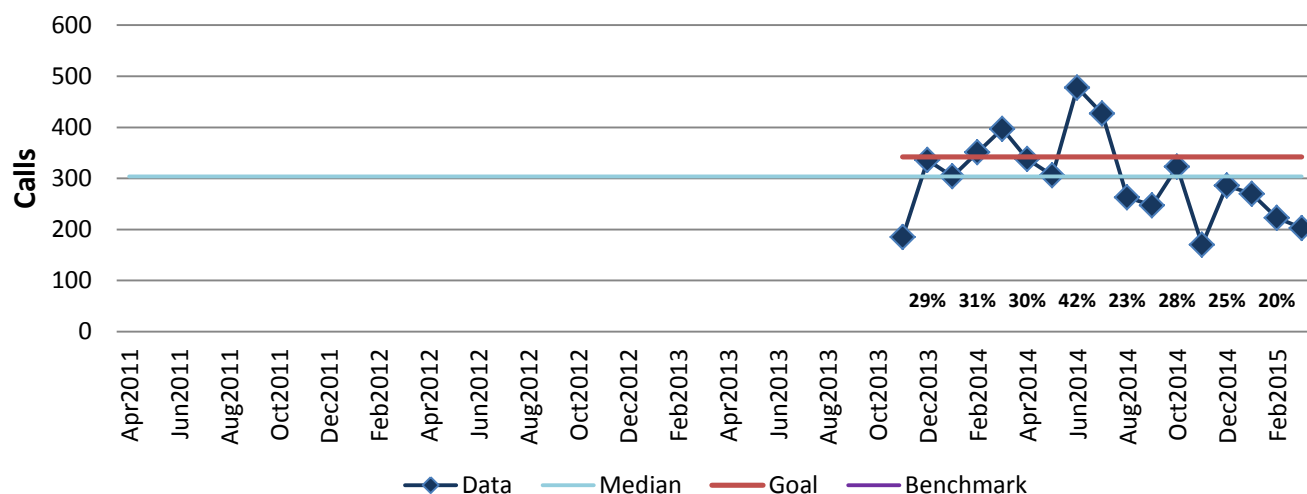
Process: Patient Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: 2014: 324 eligible CFS redirected/mo.</p> <p>Goal: Triage 30% of eligible low severity calls out of the 911 system by 2015 and 50% of low severity calls by 2017.</p> <p>Benchmark: TBD</p>	<p>Data Source: Internal data tracking</p> <p>Goal Source: Mayor's Goal #2</p> <p>Benchmark Source: TBD</p>	<p>Plan-Do-Check-Act Step 6: Validate that solutions work</p> <p>Measurement Method: Count of eligible low severity calls redirected to alternative care programs. Low severity calls baseline is 1140.75 calls/mo.</p> <p>Why Measure: Navigate patients to most appropriate level of care in order to better utilize emergency resources.</p> <p>Next Improvement Step: Expand community providers and increase transportation options.</p>

How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
4,107	3,534		342	203	
Calls	Calls		Calls	Calls	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.